Department of Public Works and Transportation Montgomery County, Maryland

DIVISION OF SOLID WASTE SERVICES



Here is one of the two new sorting stations at the Recycling Center to accommodate expanded plastics recycling which includes flower pots, tubs, pails and lids.

MONTHLY REPORT JUNE 2008

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2008 began July 1, 2007.)

FACILITY	Jun FY08	FY08 Total	Jun FY07	Jun FY 06
Materials Recovery Facility ⁽¹⁾	6,683 tons	91,823 tons	8,125 tons	8,407 tons
Brunswick Landfill Facility ⁽²⁾	23,370 tons	258,865 tons	24,823 tons	26,471 tons
Resource Recovery Facility ⁽³⁾	59,735 tons	587,269 tons	55,228 tons	58,575 tons
Yard Trim Compost Facility	5,658 tons	74,042 tons	4,814 tons	736 ⁽⁴⁾ tons

⁽¹⁾ MRF tons reported as outgoing

Revenue Analysis and Systems Evaluation

During June, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in June;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for June 2008 totaling \$1,489,548.58 (an increase of \$91,121.69 over June 2007);
- Updated the Aging Report (30-day arrearage was \$19,000 as of July 9, 2008);
- Reconciled June 2008 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database; and
- Processed contract changes and year-end payments for FY08.

⁽²⁾ Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

⁽³⁾ RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

⁽⁴⁾ In FY06, 4,037 tons were exported to Virginia and Pennsylvania. Total amount of yard trim received for that year at the Transfer Station was 84,030 tons.

CITIZEN COMMITTEES

<u>Dickerson Area Facilities Implementation Group (DAFIG)</u> – The next meeting will be held on Tuesday, September 9, 2008, at the Gothic Barn in Dickerson.

<u>Solid Waste Advisory Committee (SWAC)</u> – SWAC held its regular monthly meeting on Tuesday, May 3, in the Executive Office Building Lobby Level Auditorium. Fourteen SWAC members, three County staff, and three guests were in attendance. Staff of Montgomery County Public Schools (MCPS) updated SWAC members on MCPS's recycling program and efforts. The next SWAC meeting is scheduled for Saturday, September 6.

COLLECTIONS

News – This month we received 7,076 calls, an increase of 522 over June 2007 with 6,554 calls.

Resident Missed Collection Complaints:

June 2008	161
June 2007	171
Difference	-10

Call Center:

Calls received	7,076
E-mails received	1,203
Voicemails received	125
Bulk trash requests	2,220
Scrap metal requests	2,461
Blue bin requests	1,044
Blue cart requests	270

Public Outreach:

Survey Cards:

Rashi Birndorf distributed 871 survey cards in June; 2% of those were completed and returned.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	64%	14%	14%	7%	0%
County Staff	64%	29%	7%	0%	0%
Collection Contractors	43%	43%	14%	6%	1%

• Comments from Survey Cards:

"Recycling crew was very considerate and polite. I had questions when I moved in and they were wonderful."

"Called for help—Sandesha answered the phone and sent Inspector J. Welch. Everyone was awesome. Very quick and helpful."

"I practice recycling—the crew practices picking up—together, practice makes perfect!!!"

"You should take plastic bags."

"I just moved to Montgomery County and had a missed pick-up. Mr. Gilbert came promptly and was not only helpful, but friendly and knowledgeable. Thank you."

"Thank you. Please consider a compost pick-up."

Website Survey:

For the month of June, 55 residents responded to our website survey. The following illustrates residents' satisfaction with our recycling programs, crews, and collections staff:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	73%	22%	5%	0%	0%
County Staff	70%	27%	3%	0%	0%
Recycling Crews	56%	36%	6%	2%	0%

• Comments from Website Surveys:

"Prompt response to an inquiry regarding a problem I had with an earlier online order for a new recycling bin!"

"Great Job"

"I am continually impressed by how fast, efficient, and dependable the waste disposal workers are. Just wanted you to know you all do a great job and we really appreciate it. Thank you."

"Very prompt response to my request for a new bin."

"Hope more residents in the County take the recycling issue seriously; your electronic web page is of great help. I believe that your pick up crews are limited on time and some times they miss homes and leave the empty bins all over the neighborhood. Some extra care on replacing them at location where found can always be welcome."

"When putting the bins back, do not block the driveway."

"Recycling crew does not handle the containers properly; they trash them, leave them in middle of the driveway and sometimes threw them to the neighbors across the street. They have damaged the containers with their method of handling."

"Montgomery County has a very good recycling program; I only wish there were more materials that I could contribute to the curbside pickup. It's very easy to order new containers, though, and the convenience for waste pickup is really outstanding!"

"Your website has made it very easy to get rid off the big wheeled cart, and order a new smaller container. We lost ours in the recent storm."

"I appreciate the effort that Montgomery County has taken towards recycling. This is a critical issue and one that must be taken seriously. I am happy to recycle."

"Service has been wonderful regarding recycling services and the staff has been prompt and courteous"

"They always put my recycling bin way down the street or on another part of the street and I can never find it. When paper and cans fall out of the bin on the way to the truck, the crew never stop to pick it up—they just leave it to blow around in the street. Recently, I left my recycling bins out and when I came home from work they were no where to be found. I had to order two new ones. Otherwise it is okay service."

Enforcement Actions:

No notice of violations was issued this month; however, two citations were issued for violating the Solid Waste Law:

One for Early Morning Collection: 48-21(b)
One for Unlicensed Trash Truck: 48-20(a)

Beauty Spot Monitoring:

Here is the summary of the activity in June:

	Number of	Attempted	Attempted	Attempted	Attempted
	Users Per	Non County	Yard Trim	Scrap Metal	Unacceptable
	Day	Users Per	Users Per	Users Per	Material Users
		Day	Day	Day	Per Day
Damascus	89	5%	7%	33	3%
Poolesville	78	2%	5%	12%	3%

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site through the month of June:

Email List Memberships

Email Elet Welligereinge		
Topic	Members	
Holiday Reminder	13,244	
HHW Announcements	3,017	
Newsletter Helper	1,269	
Facility Updates	713	

Solid Waste Services Website

Unique Visitors	44,213
Page Loads	141,709

Live Chats

Live	22
Missed	22

Most Popular Web Pages

Most i opular web i ages
1. How to recycle/dispose of
2 Transfer Station
3. Bulk Trash
4. Latex Paint
5. Household Hazardous Waste
6. Curbside Recycling
7. Recycling Center
8. Plastic Bottles (now: Plastic bottles, containers, and lids)
9. Scrap Metal
10. Recycling Collection

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in June 2008 (tons)
Computers	80 tons
TVs	45 tons
Propane Tanks	1 ton
Textiles	13 tons
Construction Materials (Don't Dump – Donate)	6 tons
Vehicle Batteries	21 tons

HAZARDOUS WASTE PROGRAMS

<u>Household Hazardous Waste (HHW) Collection</u> – We had 6,830 patrons and solidified 44 cubic yards of paint this month.

<u>Small Quantity Generator/ECOWISE Program</u> – There were 12 ECOWISE participants this month.

WASTE REDUCTION

<u>Bicycle Recycling</u> – "Bikes for the World" restored and shipped 1 ton of bikes in June to countries worldwide.

<u>Paint Recycling</u> – The HHW Program gave away 388 gallons to 18 walk-up customers, and gave 44 cubic yards of paint to Honduras.

<u>Straight Vegetable Oil (SVO) Recycling</u> – The Transfer Station now has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production. One ton of SVO was shipped out for recycling in June.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions –The CEMS indicated no air emission excursions during June.

<u>Oaks Landfill Air Emissions and Energy Recovery</u> – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled six times averaging 49.5 percent by volume. Those samples were taken twice each on June 6 at both the blower inlet and flare inlet, and also once each on June 13 at both blower inlet and flare inlet. The two June 6 measurements were taken over two hours apart. Gas flow rates were measured at the flare inlet at the same times that methane concentrations were sampled there. The three flow measurements averaged 1,044 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in June. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 4.24 inches.

WASTE REDUCTION AND RECYCLING

<u>Public Education and Outreach</u> – Staff began preparations for the Division's new expanded plastics recycling program that will begin on July 1. A multi-media educational campaign is being created to notify residents about the change in the curbside recycling

collection program. These efforts will include cable television and radio spots, as well as print advertising. A media event with the County Executive will be held on July 1 to officially announce the start of the new program. The summer issue of the Civic and Community Leader newsletter was mailed to all homeowner and community associations in June. Staff completed a mailing to educate homeowners about mixed paper recycling to motivate residents to recycle as much mixed paper as possible. The mailer will be sent to approximately 150,000 single-family households in early July. Staff gave a presentation on the Division's efforts to encourage residents and businesses to reduce waste at the Maryland Recycler's Coalition/Mid-Atlantic Chapter of the Solid Waste Association of North America's annual joint recycling conference on June 25.

<u>On-Site Composting and Waste Reduction Activities</u> – The Division participated in two events in June providing participants with on-site demonstrations and information on how to compost and grasscycle. This month, a total of 167 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. In FY08, a total of 5,503 compost bins were distributed to residents compared to 2,374 compost bins distributed in FY07.

Recycling Investigations Unit – Since the unit was established, 13,392 site visits and 2,177 formal investigations have been conducted. In June, 89 NOV's were issued for infringements against the recycling regulations and Chapter 48. Eighteen (18) citations were issued to businesses and multi-family properties for a variety of infractions, including failing to recycle required materials, failing to properly maintain the premises by permitting solid waste to be stored outside containers, failure to provide containers for required recyclable materials, and to a collector for failing to collect and deliver to a recycling facility materials that were source separated for recycling.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 1,044 on-site visits in June and surpassed its fiscal year site-visit goal by conducting 10,273 site visits in FY08. Staff participated in 8 educational events reaching 990 people. Staff resolved 6 complaints, delivered 2,154 recycling bins to small businesses, and responded to 98 requests for information ranging from requests for educational materials to presentations for property managers, tenants, and employees. Staff continues to conduct field verifications of annual recycling reports and expects to complete the verification process by the end of the summer. All task orders for FY08 were completed and final reports for five waste audits and the Business Recycling Conversion Table Update were delivered to the County on time. Fiscal year 2009 task orders for projects to improve recycling programs for businesses were developed and are expected to be issued in July and August. Staff provided hands-on technical support, education and training to the organizers and staff of the A T & T National Golf Tournament to ensure that there was a recycling program on-site.

<u>Multi-Family Recycling and Waste Reduction</u> – The TRRAC Program conducted 378 on-site visits to multi-family properties to monitor the status and progress of their recycling programs. In FY08, staff exceeded their site visit goal and completed 3,539 site visits to multi-family properties during the fiscal year. Staff participated in 4 multi-family resident education events that reached 103 people. Staff also resolved 6 resident

complaints, responded to 18 requests for information, and distributed 760 multi-family recycling bins. Staff continues to field verify Multi-Family Annual Recycling and Waste Reduction Reports covering calendar year (CY) 2007 to ensure that the information submitted on the reports is accurate. The spring issue of the TRRAC newsletter highlighted recycling accomplishments at multi-family properties and was mailed to property owners, managers, and governing bodies in June. Updated educational materials were printed and will be distributed to multi-family property representatives and residents. Final reports on the three multi-family property engineering studies conducted this fiscal year were completed and delivered to the County. Task orders for fiscal year 2009 projects to improve multi-family recycling participation were developed, and are expected to be issued in July and August.

<u>Mixed Paper Recycling</u> – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. Staff finalized a mixed paper mailer that will be sent to approximately 150,000 single-family households in early July to provide a reminder of what types of paper are acceptable for recycling.

Volunteer Activities – Thirteen volunteers provided 48 hours of their time to support recycling activities in June. Two volunteer recycling block captains contributed five and a half hours of their time by providing a grasscycling demonstration to two residents in Rockville and educating 20 residents in Bethesda; one volunteer provided six hours of office assistance; and ten volunteers provided more than 35 hours of service at four outreach events talking to 663 residents. The Recycling Volunteer Program recruited four new volunteers and fifteen prospect volunteers in June. To recognize and show appreciation to the Division's outstanding recycling program volunteers, DSWS hosted a Recycling Volunteer Appreciation and Recognition Ceremony on June 4 with 46 volunteers and their family members participating in the ceremony. The summer issue of the Recycletter is under development and is expected to be distributed to volunteers in July. A recycling volunteer training session has been scheduled for July 24 to provide new volunteers with pertinent information regarding the upcoming County fair in August.

PILOT PROGRAMS

<u>Cooperative Collection/Alternative Collection</u> – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring and Bethesda to ensure that all participants are recycling properly. The SORRT team continues to look for other potential participants interested in joining the Bethesda Cooperative Collection project.

<u>Multi-Family Recycling and Refuse Collection Project</u> – DSWS continues to monitor the five multi-family properties in Silver Spring.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 59,735 tons, or 1,991 tons per day. Trash deliveries averaged 12,555 tons per week. On June 3, unit #3 was removed from service to repair an internal firebox tube leak. The unit was returned to service the next day.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. No power was purchased during the month.

There were eight Code Orange days forecasted during the month for which load was not reduced.

The following environmental activities occurred:

- Submitted the May 2008 Water Supply Monthly Operating Report to MDE.
- Submitted summary data on stack testing from 2000-2007 to MDE as requested by EPA region III.
- MDE performed a solid waste inspection on 6/9/08. The inspection indicated full compliance with the Refuse Disposal Permit
- MDE performed an inspection of the drinking water on 6/11/08. The inspection indicated full compliance with water supply/drinking water requirements.

Materials Recovery Facility (MRF) – Approximately 1,775 tons of commingled material were shipped out; and approximately 4,908 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility this month. We completed fabrication of the sorting station for recycling buckets and flower pots, replaced belt for conveyor transporting material under the steel magnet, and replaced the variable frequency drive unit and the motor for the conveyor bringing material to one of the presort conveyors. There were 598 visitors at the Recycling Center in June.

<u>Oaks Landfill</u> – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. SCS submitted a revised permit application on March 4. Public information meetings were held on April 9 and May 14, 2008. SCS Engineers submitted the 60% design for review. The Mandatory Referral project narrative was submitted to the Maryland-National Capital Park and Planning Commission for review on May 23. A Public Hearing was held by the MDE on June 11 on the Permit to Construct.

The demolition contract for the former landfill gas ground stack flare and leachate evaporation system facilities was signed and work began. The work to be performed by C.T. Stanley and Son, Inc. includes, but is not limited to the removal of the ground stack

flare that is adjacent to the maintenance building and all office space, equipment, liquid holding tank, etc. that is contained within the 3rd Bay of the maintenance building. The contract duration is 90 days.

<u>Gude Landfill</u> – On behalf of NMWDA and DSWS, SCS Engineers, Inc. (SCS) submitted the Permit to Construct Application to MDE on January 15 for the Landfill Gas-to-Energy project. MDE deemed the permit application administratively complete on February 4. A Public information meeting was held on April 23. SCS Engineers submitted the 60% design for review. The Mandatory Referral project narrative was submitted to the Maryland-National Capital Park and Planning Commission for review on May 23. A Public Hearing was held by MDE on June 10 on the Permit to Construct.

SCS Engineers submitted the 90% design drawings to the County, which are under review. DPS is also reviewing a revised rough grading plan and erosion and sediment control plan for the secondary phase of soil surcharging of the landfill within the proposed project area.

Solid Waste Transfer Station – Covanta shipped 52,133 tons of processible waste via rail from the Transfer Station to the RRF; 1,419 fewer tons than shipped in June, 2007.

The inbound radiation detectors had 10 alarms – 3 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation, and 7 alarms identified as low levels of medical isotopes with short half-lives in trash.

<u>Transfer Station Enforcement</u> – Under Chapter 48 of the Montgomery County Code, a total of 142 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 29 citations, 45 NOVs, and 2 verbal warnings issued for expired or outdated collector's tags; 32 citations, 24 NOVs, and no verbal warnings were issued for cardboard mixed with waste for disposal; no citations issued for illegal dumping of solid waste; 1 citation and 8 NOVs issued for operating a collection vehicle without a tight-fitting cover; and 1 citation issued for transporting solid waste into the County from areas outside of the County without first obtaining a valid permit from the County.

<u>Site 2 Landfill Properties</u> – FMOS appears to have completed the work to breach the embankment of the two ponds scheduled for abandonment during FY08. The permit has yet to be closed out. Rubbish from illegal dumping was removed from various locations. Cleared blocked drainage channel at Pond #1. Installed fencing to block a path created by ATV's to trespass upon the Shafer property.

<u>Yard Trim Compost Facility</u> – The facility received 5,658 tons of material for composting; this compares with 4,814 tons of material received during the same period last year. No material was diverted to back-up composting facilities.

There were 2,960 cubic yards of bulk LeafGro[™] shipped this month, compared with 5,332 cubic yards for the same period last year. There were 426 cubic yards of Linden Farm Humus sold; this compares with 1,040 cubic yards for the same period last year.

<u>Bagging Operation</u> – 21,350 bags were shipped to distributors. This compares with 31,410 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In June, 90 1-cubic foot bags were sold.

OUT-OF-COUNTY HAUL

<u>Brunswick County, Virginia</u> – Approximately 18,919 tons of ash residue and 4,452 tons of nonprocessible waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

<u>Tuscarora, Maryland</u> – No wood waste was shipped to Butler Tree Service in June. DSWS began processing large-diameter bulky wood waste at the Transfer Station in October 2007 instead of shipping it to outside contractors to be processed; this material is now recycled on-site.

<u>Laurel, Maryland</u> – Approximately 2,787 tons of asphalt was shipped to The Recycling Center in Laurel, Maryland, for recycling in June.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste 240-777-6400

Customer Service 240-777-6410

Transfer Station 301-840-2370 (County Office)

301-590-1032 (Covanta) 301-330-2840 (MES)

Materials Recovery Facility 301-840-2701 (County Office)

301-417-1433 (MES)

Resource Recovery Facility 240-777-6494 (County Office)

301-916-3031 (Covanta)

Yard Trim Compost Facility 301-428-8185 (MES)

Internet for DSWS www.montgomerycountymd.gov/solidwaste

www.montgomerycountymd.gov/recycling

www.montgomerycountymd.gov/hazardouswaste

www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	528,187 (FY07)
Latest Recycling Rate Reported in Montgomery County	43.2% (FY07)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	Under the Sugarloaf Settlement Agreement, operations are limited to receipt of 77,000 tons per fiscal year. In FY07, 69,032 tons of yard trim were received at the Dickerson Facility. (An additional 8,247 tons of yard trim received in FY07 were sent to back-up composting facilities, for a total of 77,279 tons received during the fiscal year.)
# Residences receiving trash collection by County contractors	89,911
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,478
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU British Thermal Unit

CEMS Continuous Emissions Monitoring System

CY Calendar Year

DPS Department of Permitting Services

DAFIG Dickerson Area Facilities Implementation Group

DSWS Division of Solid Waste Services

FMOS Facilities, Maintenance and Operations Section

FY Fiscal Year

HHW Household Hazardous Waste

MDE Maryland Department of Environment

MES Maryland Environmental Services

MRF Materials Recovery Facility

NMWDA Northeast Maryland Waste Disposal Authority

NPDES National Pollution Discharge Elimination System

NOV Notice of Violation

OSHA Occupational Safety & Health Administration

PJM Pennsylvania-New-Jersey-Maryland

RRF Resource Recovery Facility

SCFM Standard cubic feet per minute

SCS SCS Engineers, Inc.

SORRT Smart Organizations Reduce and Recycle Tons

SWAC Solid Waste Advisory Committee

SVO Straight Vegetable Oil

TRRAC Think Reduce and Recycle at Apartments and Condominiums

WVO Waste Vegetable Oil